

SENIOR SOCIAL SERVICES EXAMINER

DISTINGUISHING FEATURES OF THE CLASS: The work involves monitoring and assisting a group of Social Service Examiners establish financial eligibility for the various programs administered by the local social services district or verify eligibility which includes field review of a sample of the initial financial eligibility determinations. The incumbent, depending on the workload of the unit, can have variable roles, both in overseeing the work of Examiners or a section, and in performing eligibility related functions. The work is performed under general supervision of a higher level Examiner in accordance with prescribed policies and procedures. Direct supervision is exercised over Social Service Examiners and clerical support staff. Does related work as required.

TYPICAL WORK ACTIVITIES:

Provides basic information to clients and others on department programs, services and regulations through personal interviews, phone contacts and writing;
Conducts information-gathering interviews with clients;
Assists clients in completing applications for assistance and related documents;
Reviews application-related documents for completeness, accuracy and consistency;
Verifies information on applications and related documents through personal interviews, phone contacts and writing;
Determines client eligibility for services and where appropriate, determines the level of service that clients will receive, through a comparison of data on the application and the standards for eligibility contained in statutes, rules and regulations;
Calculates client budgets;
Initiates forms reflecting client's status and eligibility, including changes in the status of clients receiving services;
Assists clients in emergency situations including the issuing of emergency grants where appropriate;
Assists in training new Examiners;
Provides update training for experienced Examiners;
Assigns and reviews the work of subordinates;
Assists in conducting subordinates' performance evaluation;
Assists in the formulation of policies and procedures and interprets Federal, State and local policies and programs;
Assists in the preparation of statistical reports and recommendations;
Prepares case summaries for use in Fair Hearing, administrative or judicial proceedings;
Attends Fair Hearings on behalf of the department;
Appears at administrative or judicial proceedings when required to interpret decisions on case matters.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

Good knowledge of Federal, State and local social service laws and regulations as they affect eligibility for entitlement programs;
Good knowledge of other laws and program regulations as they affect eligibility, e.g., such as Workers' Compensation, Social Security, and Unemployment Insurance;

Good knowledge of community resources and departmental programs;
Good knowledge of the Welfare Management computer system (WMS), its applications and capabilities;
Ability to work with people in a supportive, non-threatening manner;
 Ability to obtain facts in a structured interviewing setting;
Ability to redirect non-constructive client behavior to the purpose of the interview;
Ability to analyze facts obtained and use facts in making judgments regarding eligibility;
Ability to read and understand complex written material, including quantitative information;
Ability to record verbal and quantitative information with accuracy;
 Ability to perform complex computations with accuracy;
Ability to understand and follow oral and written directions;
Ability to supervise and evaluate the work of subordinates;
Ability to assist in the organization of work-load and flow;
Ability to perform close, detail work involving considerable visual effort and strain;
Ability to operate a computer terminal;
Good observation skills;
Good judgment;
Physical condition commensurate with the demands of the position.

MINIMUM QUALIFICATIONS:

- A) Completion of two years (60 semester hours) of study in a regionally accredited or New York State registered college or university AND two years of experience in examining, investigating or evaluating claims for assistance, veterans or unemployment benefits, insurance or a similar program operating under established criteria for eligibility; OR
- B) Graduation from high school or possession of an equivalency diploma and four years of experience as described in A); OR
- C) An equivalent combination of training and experience as defined by the limits of A) and B) above.